

How to get help

To request assistance from the agency's
Patient Advocate Program:

- **call** (651) 284-5202
- **call toll-free** 1-800-342-5354
- **email** dli.ombudsman@state.mn.us

More information

Learn more about the Office of Workers'
Compensation Ombudsman online at:

- www.dli.mn.gov/WC/Ombudsman.asp.

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Program provides
information and assistance to
injured workers with serious
low-back injuries so they
understand their treatment
options within the workers'
compensation system.*



This material can be made available in alternative
formats, such as large print, Braille or audio, by
calling (651) 284-5013 or 1-800-342-5354.

OFFICE OF WORKERS' COMPENSATION OMBUDSMAN



PATIENT ADVOCATE PROGRAM

Patient Advocate Program for workers with low-back injuries

The Patient Advocate Program exists as a service of the Office of Workers' Compensation Ombudsman to provide information and assistance to injured workers with serious low-back injuries so they understand their treatment options within the workers' compensation system.

The Patient Advocate Program provides information resources to injured workers so they can make informed decisions regarding their medical care.

The purpose of the Patient Advocate Program is to ensure injured workers understand their treatment options so they can receive appropriate and effective treatment.



What services does the Patient Advocate Program provide to workers?

The Patient Advocate Program can provide answers to questions such as:

- *What treatment options are available to help me with my low-back injury?*
- *Can I get a second opinion about surgery?*
- *What medical treatment benefits does the workers' compensation law allow?*
- *What do medical organizations say about lumbar fusion?*
- *What treatment is available if I decide not to have surgery?*
- *What can I do if my employer or insurer will not approve my medical treatment?*

What issues can the Patient Advocate Program help with?

The Patient Advocate Program assists injured workers by:

- helping patients return to work as soon as possible by empowering them to make better treatment choices through education;
- developing educational resources for workers with back injuries regarding their treatment options, disability benefits or dependency benefits;
- providing an informational and educational resource directly to injured workers so they are aware of treatment options before they need to make treatment decisions; and
- providing an opportunity for injured workers to have their questions answered, either by the Patient Advocate Program or by redirection to appropriate resources.